Cox Business®

CORTELCO 2740 Four-Line Telephone / Caller ID / Type II Set Instruction Manual

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Cortelco 2740 / Four-line Telephone / Caller ID / Type II Set

Why VoiceManager[SM] with Cortelco Phones?

- Total cost of ownership savings with Cox
- Total flexibility to meet your business needs
- One vendor to call to support voice and equipment needs
- Cox Business VoiceManager has more features than most phone systems
- VoiceManager features are NETWORK-BASED
    - Can be accessed from anywhere (Voice Portal and My Account control)
    - Most features can be controlled from the sets with *⁄# codes
    - Customer benefits from feature upgrades on VoiceManager Platform
    - Our strongest feature solutions are:
        - Business Continuity
        - Personal Mobility

Cortelco 2740 Telephone Set Main Features

- Caller ID with Call Waiting Display
- Internal Phone Book Memory
- Hold/Redial/Mute
- Voice Mail Indication
- Paging
- Intercom
- Programmable Distinctive Ring
- Toll Restriction
- Speakerphone
- Headset Jack
- Five Memory Locations
- Conference

2740 Telephone Set Part Identification

1 Memory Buttons
2 Menu Button
3 Delete Button
4 Multi-Angle LCD
5 Message Lamp
6 Review Up/Down Button
7 Select Button
8 Calls Button
9 Directory/Logo Strip
10 Line Buttons
11 Intercom Button
12 2.5 mm Headset Jack
13 Page Button
14 Conference Button
15 Transfer Button
16 Flash Button (use to access VoiceManager℠ Transfer/Hold/Music on Hold Features
17 Mute Button
18 Headset Button
19 Redial Button
20 Hold Button
21 Dial Button
22 Volume Up Button
23 Speaker Button
24 Volume Down Button
25 Speaker
26 Handset Jack
27 Handset

Quick Setup – Multi-Phone Configuration

- Up to sixteen (16) Cortelco 2740 sets can be multi-phone configured. Line 1 MUST be common on all phones.
- Multi-Phone Line Configuration: Remaining three lines can be common, private or unconnected.
- Connect telephones to wall jacks with provided twisted pair, four-wire modular line cords: one modular cord for Lines 1 and 2 and a second for Lines 3 and 4.
- The Cortelco 2740 four-line phone will perform best when using the VoiceManager Complete Feature package.
- Install three AAA batteries.

Quick Setup

When setting up a Cortelco 2740, here are the features you may need to program.

Station Number Assignment

Each station (telephone) must be assigned a unique station ID number. The 2740 telephones WILL NOT function correctly until a station number is assigned. Line 1 must be common to all phones for station naming to work properly. To assign a number to a station:

- Press MENU. The display will read "Phone Setting."
- Press the soft key under ENTER. The display will show the currently assigned station number.
- Press the soft key under CHANGE repeatedly, until the desired station is displayed. The choices are Station #01 through Station #16.
- Press MENU to exit.
- NOTE: One phone in the system must be set as Station #01 in order for all the system features to function. Certain features can only be programmed at Station 01 and will only function at Station 01.

Station Name Assignment

You may give a name to each of your telephones. During intercom calls, the name that is assigned to the station will show with the extension number. Please note that it may take up to 24 hours for all stations to be updated with a name change. Station names MUST be assigned at Station 01.

To Assign a Name to a Station

- Press MENU. The display will read "Phone Setting."
- Press soft key under ENTER.
- Press the Down Arrow repeatedly until the display reads "Station Naming."
- Press soft key under ENTER. The display will show the currently stored name for Station #01, or indicate "No Name" if no name has yet been given to Station #01.
- Press soft key under CHANGE if you wish to store a new name for Station #01, or press DOWN ARROW repeatedly until you see the station number that you want to name.
- Press soft key under CHANGE.
- Use the dial-pad numbers to enter the name for the desired station. Names may contain up to 16 characters.
- Press soft key under CHANGE if you wish to store a new name for Station #01, or press DOWN ARROW repeatedly until you see the station number that you want to name.
- Press soft key under CHANGE.
- Use the dial-pad numbers to enter the name for the desired station. Names may contain up to 16 character.
- Press the soft key under SAVE.
- Repeat these steps for any additional stations you wish to name. The following table shows which dial-pad numbers to press for letters and special characters. Press the DOWN ARROW button below the display to leave an empty space. Press the DELETE button to make corrections.

0						.	,		
1	,	-	'	&	.	(	)	1	
2	a	b	c	2	A	B	C		
3	d	e	f	3	D	E	F		
4	g	h	i	4	G	H	I		
5	j	k	l	5	J	K	L		
6	m	n	o	6	M	N	O		
7	p	q	r	s	7	P	Q	R	S
8	t	u	v	8	T	U	V		
9	w	x	y	z	9	W	X	Y	Z
*	*								
#	#								

Line Configuration/Type

While Line 1 must be shared at all stations, Lines 2, 3 or 4 may be unconnected, common, or may be connected to private lines.

Common Lines Shared
This is the factory setting for all lines. This setting assumes that the phone number is connected to the same telephone line position at all stations.

Private
Use this setting at any telephone line position that is connected to a different telephone number than the corresponding line at the other stations. For example, you may connect your private telephone number to Line 4 at your station instead of connecting your station to the common Line 4. In this example, you would set Line 4 at your station as PRIVATE.

Unconnected
Use this setting at any telephone that may not have all lines physically connected.

How to Adjust the Line Configuration Type
- Press MENU. The display will read "Phone Setting."
- Press soft key under ENTER.
- Press the DOWN ARROW repeatedly until the display reads "Line Connections."
- Press soft key under ENTER. The display will show the line connection setting for Line 2.
- Press the soft key under CHANGE repeatedly, until the desired line connection setting for Line 2 is displayed. The choices are:
  - **L2: Common (Factory Setting)**
  - **L2: Private**
  - **L2: Unconnected**
- Press the soft key under NEXT to see the current setting for Line 3.
- Repeat above steps to change for the other lines.
- Press MENU to exit.

Ringer Configuration

The ringers for each outside line are controlled individually at each telephone. There are three possible settings for each line ringer:

Ringer On

- The line will ring normally.

Delayed Ring

- The line will start ringing after the first 20 seconds. This is useful if all phones are answered at a central location.

Ringer Off

- The line will not ring. In all these cases, the line indicators will flash to signal an incoming call.
- You can always answer a ringing line, whether or not it is ringing audibly at your telephone by pressing the flashing line button.

Ring Timing

- Press MENU. The display will read "Phone Setting."
- Press soft key under ENTER.
- Press the DOWN ARROW repeatedly until "Ringer Settings" appears in the display
- Press soft key under ENTER. The display will show the current ringer setting for Line 1.
- Press the soft key under CHANGE repeatedly until the desired ringer setting for Line 1 is displayed. The choices are:
    - **L1 Ringer:** ON (factory setting)
    - **L1 Ringer:** DELAY
    - **L1 Ringer:** OFF
- Press the soft key under DOWN ARROW to see the current ringer setting for line
- Repeat above steps to change the ringer setting for Lines 2 to 4.
- Press MENU to exit.

Distinctive Ring

All lines are initially set to ring with ring sound number one. Each outside line may be assigned one of seven other distinctive ringer tones. This can be used to easily identify a ringing phone.

Assigning Distinctive Ring to One or More Numbers

- Press MENU. The display will read "Phone Setting."
- Press the DOWN ARROW repeatedly until "Distinctive Ring" appears in the display.
- Press soft key under ENTER. The display will show the distinctive ring setting for Line 1.
- Press the soft key under CHANGE repeatedly, until the desired distinctive ring setting for Line 1 is displayed.
- Press the DOWN ARROW to see the current setting for Line 2, and repeat above steps to change the settings for Lines 2 to 4.
- Press MENU to exit.

Note: When a Distinctive Ring setting is displayed, it may be heard by pressing the soft key under CHANGE.

Automatic Line Selection

The 2740 set will automatically select an outside line or the intercom line whenever the handset is lifted or the SPEAKER button is pressed. To choose which line will be automatically selected:

- Press MENU. The display will read "Phone Setting."
- Press the soft key under ENTER.
- Press the DOWN ARROW repeatedly until Auto Seize appears in the display. The display will show the current auto seize setting.
- Press the soft key under CHANGE repeatedly until the desired setting is displayed. The choices are: L1, L2, L3, L4 or INTCM.
- Press MENU to exit.

Note: An incoming call will be selected automatically when the handset is lifted or the SPEAKER or HEADSET button is pressed regardless of the automatic line selection choice. To select a non-ringing line, the desired LINE button must be pressed before lifting the handset. If the chosen line is in use, the telephone will automatically select the next available line.

System Privacy

Call Privacy prevents stations from joining existing calls. Call privacy can be released during a call by pressing the CONFERENCE button. The default setting for Call Privacy is ON. Call Privacy is set at Station #01 for the entire system. This choice does not appear on any phone except Station #01. Call Privacy only applies to outside calls. Intercom calls always have Call Privacy.

To Change the Privacy Setting at Station #01

- Press MENU. The display will read "Phone Setting."
- Press the DOWN ARROW repeatedly until "Advanced Setting" appears in the display.
- Press the soft key under ENTER.
- Press DOWN ARROW repeatedly until "System Privacy" appears in the display.
- Press the soft key under ENTER. The display will show the current Call Privacy setting.
- Press the soft key under CHANGE to toggle the privacy setting between Y and N.
- Press MENU to exit.

Note: It may take five minutes or more for this change to be made in all phones in the system.

Intercom Call

Placing an Intercom Call

1. Press Intercom button.
2. Dial station number (example: 01).
3. Intercom call will be placed to the station dialed.

Placing a Group Intercom Call

1. Press Intercom button.
2. Press Conference button two times.
3. Group Intercom call will be placed.

Features and Buttons

Intercom: Call other phones by dialing their station number. Intercom calls can be answered "hands-free" via speakerphone.
Paging: Page one or all users through the speaker in their telephones.
Transfer: Answer a call and transfer it to any phone in the system.
Flash: Use to transfer calls inside or outside of phones in the system, place calls on hold, or access music on hold (or use VoiceManager Personal Call Manager Feature).
Phone Status: See at a glance which phone lines are in use.
Up to 4 Lines: Access four phone lines at the touch of a button. Place a call on hold and switch to another line.
Three-Way Conference: Press Flash to put first caller on hold, dial second number then press Flash to connect all three parties.
Large Backlit LCD: Shows number dialed, clock, calendar, extension in use indication and full caller ID information.
Call Timer: Every call is automatically timed in minutes and seconds.
Headset Jack: 2.5mm headset jack/Plantronics headset suggested.
Redial: Redial five most recent calls; view the date, time and duration.
Do Not Disturb (DND): Silences ringers and prevents intercom calls. Also available through VoiceManger Personal Call Manager.
Toll Restriction: Restricts specific numbers and prevents unauthorized calls. Also available through VoiceManger Personal Call Manager.
Call Privacy On/Off: Prevents others from joining or listening to your call.
Auto Line Selection: Automatically select a given line for outbound calls.
Memory Dialing: 40 personal directory dial numbers. Also available through VoiceManger Personal Call Manager.
Nonvolatile Memory: All memory numbers and feature settings are retained even with no electrical power or battery.
Adjustable Volume: Separate controls for handset, speakerphone and headset.
Caller ID: All four lines show caller ID from service provider.
Caller ID on Call Waiting: All four lines show caller ID from service provider on a call waiting.
Caller ID List: Caller ID information from last 50 calls automatically stored and dialed with one touch.
Message Waiting Indication (MWI): Missed calls/messages in mailbox. Supports service Stutter dial tone.
Private Line: Certain lines can appear only on certain phones.
Distinctive Ring: Assign a unique ring sound to your phone.
Additional Features: Battery backup, dual line status indicators, flash, hold, mute, ringer control, pre-dialing, wall mountable, hearing aid compatible.

Conference Button

The 2740 allows Conference calls with two other parties. These may be either two outside lines or one outside line and one intercom line. Conference is also available through VoiceManager Personal Call Manager.

Outside Calls

- Make or answer a call.
- Press HOLD.
- Make or answer a call on another line.
- When the second call is connected, press the CONFERENCE button. The lines are immediately conferenced.
- Hang up to end the conference call. To disconnect one of the conference. parties, press the LINE button for the other party.

Outside Call with Intercom Station

- Place an intercom call to the desired station. The outside call is automatically placed on hold.
- After the person at the other station answers, press the CONFERENCE button to create a conference call.
- Hang up to end the conference call. The person at the other station may remain connected to the outside line.
- If the system Call Privacy is OFF, another intercom station may join a call by pressing the appropriate LINE button.
- Pressing HOLD during a conference call will place both lines on hold. The conference call can be re-established by first pressing one of the LINE buttons and then pressing CONFERENCE.

Note: This feature only works between U2740 – four-line phones.

Page Button

Paging allows announcements to be made to other 2740 stations in the system. The speakerphone is automatically activated when making a page. Pages can be made using the speakerphone or the handset.

Single Page

- Press PAGE.
- Dial the two-digit station number of the station to be paged.
- After the paging tone sounds, speak toward the telephone or lift the handset and make the announcement.

All Page

The All Page feature enables announcements to be made through all of the other 2740 stations. When an All Page is made, a double paging alert tone will sound followed by the page. All Page will not be heard at stations in use or stations set to DO NOT DISTURB or Page Block. To perform an All Page:

- Press PAGE twice.
- After the paging tone sounds, speak toward the telephone or lift the handset and make the announcement.

Blocking Pages

- Press MENU. The display will read "Phone Setting."
- Press soft key under ENTER.
- Press the DOWN ARROW repeatedly until "Intercom Prefs" appears in the display.
- Press soft key under ENTER.
- Press DOWN ARROW repeatedly until "Pages: Allowed" appears in the display.
- Press the soft key under CHANGE to select between Pages ALLOWED and Pages BLOCKED.
- Press MENU to exit.

Page Button (cont'd.)

Answering Pages

Single Page A page directed to a particular station may be answered only at that station. To answer a page, lift the handset, press SPEAKER or HEADSET or press the flashing INTERCOM button. This will create a private intercom conversation.

All Page An All Page may be answered from any phone in the system, even one that is busy on an outside line, has DO NOT DISTURB set or has blocked pages. Press the flashing INTERCOM button to answer an All Page. This will create a private intercom conversation.

Flash Button

Flash

Press FLASH button to provide a line break to access services such as Three-Way Calling, Call Waiting, or VoiceManager features such as music on hold and call transfer.

Steps to Use with Call Waiting Service:

1. While having a conversation, another party calls and you hear a tone.
2. Press FLASH once and release. The first conversation is placed on hold and the second call can be answered.
3. Press FLASH again and release. You may speak to the first caller again and the second call is placed on hold.

Mute Button

The Mute feature disables the telephone microphone so the 2720 set user cannot be heard by the distant party. The Mute feature works with both the handset and the speakerphone. It silences only the 2740 user. The distant party can still be heard.

To activate this feature, press MUTE. The MUTE indicator will light. Then to cancel this feature, press MUTE again and the MUTE indicator will turn off. Mute is also cancelled by hanging up, selecting another line or switching from speakerphone to handset during a call.

Speaker Button

Making and Answering Calls

When the handset is lifted, the 2740 will automatically select a line based on the automatic line selection setting. The 2740 will automatically select a ringing line if the handset is lifted during ringing.

To use the speakerphone to make or answer a call or a page, press the SPEAKER button instead of lifting the handset. This will select the line in the same manner as the handset described above. To override the automatic line selection. Press the desired LINE button instead of pressing the SPEAKER button. The 2740 will then be connected to that line on the speakerphone.

To switch from handset to speaker during a call, press the SPEAKER button and hang up the handset. To switch to handset from speaker, lift the handset. Note that whenever the SPEAKER indicator is on, the handset may be hung up without disconnecting the call.

Redial Button

To Redial the Last Number Dialed

- Go off-hook by lifting the handset, pressing SPEAKER, pressing HEADSET or by pressing the desired LINE button.
- Press REDIAL.

To Redial Any of the Last Five Numbers Dialed

The Redial feature enables viewing or redialing of any of the last five telephone numbers dialed. This also shows the time, date and duration of each call.

- With the phone on-hook and idle, press REDIAL. The display will show the last number dialed, the time and date of the call, and its duration.
- Press the right arrow button under the display repeatedly to scroll through a list of the last five numbers dialed along with the time, date and duration.
- Go off-hook at any time to dial the displayed number.

Hold Button

Placing a Call on Hold
To place an outside call on HOLD, press HOLD. To take the call off hold, press the line button of the line on hold. While a caller is on hold, the handset can be hung up without disconnecting the call.

When a call is on hold, it can be removed from hold by any telephone connected to that line simply by accessing the line. If a call remains on hold after two minutes, your 2740 set will alert you.

Note: Intercom calls CANNOT be put on HOLD.
Note: To activate VoiceManager music on hold, use the FLASH button.

Making a Call on Another Line
To make a call on a second line while having a conversation, press HOLD to place your first call on hold and then press another LINE button. A call may now be made on the second line. Press the first LINE button to return to the first call. This will disconnect the second call.

To keep the second call, it must be placed on hold before returning to the first call. This can be done multiple times during a call.

Answering a Call on Another Line
If there is an active call on one line and a call comes in on another line, the incoming line lamp will flash and the 2740 will sound a double ring every 15 seconds. If the incoming line is set to ringer off, the double ring will not sound.

The incoming call may be answered by pressing the flashing LINE button. This will disconnect the original call unless it is placed on HOLD.

Call Transfers

Attended Transfer

- Place an intercom call to the desired station. The outside call is automatically placed on hold.
- When the intercom party answers, announce that a call is being transferred
- Press the TRANSFER button to complete the transfer. Press the LINE button to return to the outside call and abort the transfer.

"Cold" Transfer – (transfer a call without announcing to the recipient)

1. Answer call.
2. Ask caller to hold.
3. Press "FLASH."
4. Once you have a second dial tone, dial second number.
5. Wait for receiving handset to ring.
6. Hang up.
7. Call is transferred.

"Warm" Transfer – (transfer a call, announcing caller before transferring)

1. Answer call.
2. Ask caller to hold.
3. Press "FLASH."
4. Once you have a second dial tone, dial second number.
5. Wait for receiving party to answer call.
6. Announce to receiver that you are transferring a call.
7. Hang up.
8. Call is transferred.

Headset

The 2740 is equipped with a 2.5mm headset jack and a built-in headset amplifier, along with a dedicated HEADSET button.

To use this feature, plug a telephone headset into the headset jack. There is no need to buy a headset with a separate amplifier. The headset can be used to make or answer an outside call, an intercom call or a page. Simply press HEADSET instead of lifting the handset.

To make a headset call on a particular line, press the desired line button to connect to that line on the speakerphone. Then, press HEADSET to toggle to the headset. Press HEADSET again to hang up. Plantronics wireless or wired headset is recommended.

Memory Settings

Memory Features
The 2740 can store up to 45 numbers in its memory. Five numbers can be stored into one-button Memory Locations, which are dialed by pressing a memory button. Forty numbers can be stored into personal Directory locations, which are dialed by pressing "#" followed by the arrow buttons.

Storing a Hyphen into Memory
To store a hyphen into memory while saving a number into memory, press PAGE. Each press of PAGE will insert a hyphen. Hyphens are only for ease of reading. They make no difference in dialing.

Storing a Flash into Memory
To store a flash while saving a number into memory, press FLASH. These can be used to access features from a PBX. Each press of FLASH will insert a 600-millisecond (or other default time) flash. These will be shown as an "f" in the display.

Storing One of the Last Five Numbers into Memory
To store a dialed number into memory, press REDIAL. You may then press UP or DOWN key to scroll through the last five numbers dialed. Press the Memory Location key or the Directory key (#) and press YES to save or NO to cancel when the desired number is displayed.

Memory Settings (cont'd.)

Storing a Caller ID into Memory

To store a caller ID number into memory, press CALLS. Then press the UP and DOWN key to select a Caller ID number to save. Press the Memory Location key or the Directory key (#) and press YES to save or NO to cancel when the desired number is displayed.

To Store Caller ID Calls

- Press MENU. The display will read "Phone Setting."
- Press the soft key under ENTER.
- Press Down Arrow repeatedly until "Caller ID Store" appears in the display and then press the soft key under ENTER.
- Press CHANGE to change the setting for Line 1.
- Press DOWN ARROW to view and change the settings for Lines 2-4.

To Store a Memory Dial Number

- Press MENU. The display will read "Phone Setting."
- Press DOWN ARROW until "Memory Setting" appears in the display.
- Press the soft key under ENTER. The display will read "Select Location."
- Press the Memory button where the number is to be stored. The display will show the currently stored number or indicate "Empty Location."
- Press the soft key under ENTER to store a new number.
- Dial the desired telephone number, up to 32 digits.
- Press the soft key SAVE.
- The 2740 can store up to five numbers that can be dialed automatically with the press of a memory button.

To Store a Personal Directory Dial Number

- Press MENU. The display will read "Phone Setting."
- Press DOWN ARROW until "Memory Setting" appears in the display.
- Press the soft key under ENTER. The display will read "Select Location."
- Press #. The display will read "Empty Location" or indicate that the personal directory is full.
- Press the soft key under ENTER to store a new number.
- To change a number, press DOWN ARROW repeatedly until the desired entry is displayed then press CHANGE.
- Dial desired telephone number.
- Press the soft key under NEXT. The display will show the currently stored name or indicate "No Name."

Memory Settings (cont'd.)

- Press the soft key under ENTER to store a new name. Use the dial pad and the soft keys to enter a name.
- Press the soft key under SAVE.

VoiceManager℠ – Most Frequently Used Features

Feature Access Codes list the star codes for services that you have. To activate a service, hit the "*" key and the number followed by the "#" key. Some require additional information such as a phone number, but you are prompted for that information.

You cannot change your feature access code.

***72** Call Forwarding Always Activation
***73** Call Forwarding Always Deactivation
***90** Call Forwarding Busy Activation
***91** Call Forwarding Busy Deactivation
***92** Call Forwarding No Answer Activation
***93** Call Forwarding No Answer Deactivation
***67** Calling Line ID Delivery Blocking per Call
***31** Calling Line ID Delivery Blocking – Persistent Activation
#31 Calling Line ID Delivery Blocking – Persistent Deactivation
***65** Calling Line ID Delivery per Call
***69** Call Return
***43** Call Waiting Persistent Activation
#43 Call Waiting Persistent Deactivation
***70** Cancel Call Waiting
***57** Customer Originated Trace
***78** Do Not Disturb Activation
***79** Do Not Disturb Deactivation
***22** Flash Call Hold
***66** Last Number Redial
***68** Call Park
***88** Call Park Retrieve
***98** Call Pickup

VoiceManager℠ – Feature Descriptions

Call Forward Activation:
1. Lift telephone handset. Press the assigned code (ex. *72).
2. Enter phone number to which calls will be forwarded.
3. Replace telephone handset. The Call Forwarding Always service is on.

Call Forward Deactivation:
1. Lift telephone handset. Press the assigned code (ex. *73).
2. Replace telephone handset. The Call Forwarding Always service is off.

For Call Forward Always, Busy and No Answer, use above.

Call Forwarding No Answer Activation: (*92)
Route incoming calls to another number or voice mail whenever you are unable to answer your extension.

Call Forwarding No Answer Deactivation: (*93)

Call Pickup: (*98)
Allows a user to answer any ringing extension within their group from their own phone. The group administrator defines group member.

Call Park: (*68)
Allows a user to hold a call and retrieve it from any extension within the group.

Call Park Retrieve: (*88)
Allows a user to retrieve a call parked from any extension.

Do Not Disturb Activation: (*78)
All incoming calls are referred to a message that says, "The number you have dialed is not taking calls at this time." Callers are provided an option to go to voice mail.

Do Not Disturb Deactivation (*79)

Voice Portal

Access the VoiceManager Voice Portal from any phone. The Voice Portal allows you to make changes to your call forwarding and initiate outbound calls that appear to originate from your office.

First Time Setup

1. Initial setup must be done from your VoiceManager℠ telephone line.
2. Dial 9999# to reach the Voice Portal from your office.
3. When prompted, set up your pass code and record your name.
4. Follow the prompts to set up call forwarding, change your status manager or initiate a call.

Voice Mail

Your initial setup must be done from your Cox Telephone line. If you have Caller ID block on your line, you will need to press [*] [6] [7] prior to dialing the number to disable this feature for the initial setup call.

Initial Setup

1. From your office phone associated with voice mail, dial the voice mail access number for your area (see below).
2. Follow the prompts. When prompted for your password, enter your temporary password, which is "269266" or "COXCOM".
3. After entering your temporary password, you will hear a greeting "Welcome to your mailbox...". Follow the prompts for a step-by-step tutorial to personalize your voice mail box and create a new password.

Creating Your Password

Once you begin the tutorial, you will be prompted to create your own password. Your password can be between four to seven digits in length. Try to create a new password that is easy to remember, but not easily guessed by others.

Take these steps to avoid unauthorized users from entering your mailbox.

1. Avoid using repetitive numbers (4444, 99999) or sequential numbers (12345, 2468).
2. Avoid using the last four digits of your phone number.
3. Change your password regularly.

Voice Mail Access Numbers

480-699-6245
623-322-6245
Tucson – 520-702-7000
Casa Grande – 520-235-6245
602-795-6245
928-252-6245
Benson – 520-720-6245
Sierra Vista – 520-335-6245

Appendix A – Menu Tree

Menu Option	Submenu	Default	Available Options/Comment
Station #		None	
Do Not Disturb		N	Y (Yes)/N (No)
Ringer Settings	L1 Ringer	On	On/Delay/Off
	L2 Ringer	On	On/Delay/Off
	L3 Ringer	On	On/Delay/Off
	L4 Ringer	On	On/Delay/Off
Off Hook Ring		Y	Y (Yes)/N (No)
Intercom Pref	Intcm	Handsfree	Ring/Voice/Handsfree
	Pages	Allowed	Allowed/Blocked
Line Type	L2	Common	Common/Private/Unconnected
	L3	Common	Common/Private/Unconnected
	L4	Common	Common/Private/Unconnected
Auto Seize		L1	L1/L2/L3/L4/Intcm
Distinctive Ring	L1: Ring Sound #	1	1, 2, 3, 4, 5, 6, 7, 8
	L2: Ring Sound #	1	1, 2, 3, 4, 5, 6, 7, 8
	L3: Ring Sound #	1	1, 2, 3, 4, 5, 6, 7, 8
	L4: Ring Sound #	1	1, 2, 3, 4, 5, 6, 7, 8
Area Codes	Home Code	None	Three Digits
	Local Code 1	None	Three Digits
	Local Code 2	None	Three Digits
	Local Code 3	None	Three Digits
	Local Code 4	None	Three Digits
	Local Code 5	None	Three Digits
	Local Code 6	None	Three Digits
	1 Plus 7 Code 1	None	Three Digits
	1 Plus 7 Code 2	None	Three Digits
	1 Plus 7 Code 3	None	Three Digits
	1 Plus 7 Code 4	None	Three Digits
	1 Plus 7 Code 5	None	Three Digits

Appendix A – Menu Tree

Menu Option	Submenu	Default	Available Options/Comment
	1 Plus 7 code 6	None	Three Digits
Telco VMWI	VMWI: Line	Line 1	Line 1, Line 2, Line 3, Line 4, Off
	VMWI: Type	FSK	FSK/Stutter
Caller ID Store	L1 CID Store	On	On/Off
	L2 CID Store	On	On/Off
	L3 CID Store	On	On/Off
	L4 CID Store	On	On/Off
Toll Restriction	Set Restriction 1		Enter 1234 to access programming
	Set Restriction 2		
	Set Restriction 3		
	Set Restriction 4		
	Set Restriction 5		
	Set Allowed 1		
	Set Allowed 2		
	Set Allowed 3		
	Set Allowed 4		
	Set Allowed 5		
	Line Restriction L1		Normal/Restricted
	Line Restriction L2		Normal/Restricted
	Line Restriction L3		Normal/Restricted
	Line Restriction L4		Normal/Restricted
Station Naming			Set at Station 01 for each of 16 Stations
Hold Remind		Off	Off/30s/1 min/2 min
Centrex Prefix	Prefix		Up to Seven Digits
Message Lamp	RESTE		
CIDCW		High Sens	High Sens/Off/Low Sens
End of List	EXIT		

Memory Setting – Time/Date Set – Advanced Setting Options

Memory Setting Menu			
Menu Option	**Submenu**	**Default**	**Available Options/Comment**
Select Location	Empty Location		After M1, M2, M3, M4 or M5 is pressed
	Directory		After # is pressed

Time/Date Set			
Menu Option	**Submenu**	**Default**	**Available Options/Comment**
Time:			(13:44)/(HH:MM)
AM/PM:			AM/PM
Date:			(01/01/00)/(MM/DD/YY)

Advanced Setting Option			
Menu Option	**Submenu**	**Default**	**Available Options/Comment**
Erase Memory	Memory Dial		
Erase Settings			
Erase Toll Rest	Enter Code:		(01/01/00)/(MM/DD/YY)
Headset Type	Hst:	2.5mm	2.5mm/Handset
Flash Time:		600mms	600ms/1s/100ms/300ms
Hold Drop		30 min	30 min/5 min/15 min
Hold Release		Off	Off/On
Station #		Normal	Normal/Locked
Loop Detect		48V	48V/24V/12V/Off
Tone/Pulse		Tone	Tone/Pulse
System Privacy		Y	Y (Yes)/N (No) This option only at Station 01

Appendix B – Batteries

The 2740 uses AC power from a standard wall outlet. As long as the telephone is connected to a wall outlet, it will operate using the AC power. The 2740 uses three AAA batteries for backup power. These batteries fit into a compartment on the base of the telephone.

The phone display has a battery symbol on the upper right whenever the batteries are low and need replacing or when no batteries are installed.

Battery Replacement

a. Make sure the AC cord is attached to the telephone and to a working electrical outlet.
b. Turn the telephone over.
c. Remove the desk pedestal/wall mount bracket if attached.
d. Remove battery door cover by using the tip of a ballpoint pen, paper clip, or similar object to release the battery door tab.
e. Remove the old batteries.
f. Insert three new AAA size alkaline batteries. Note that we recommend ONLY alkaline batteries.
g. Close the battery cover.

Power Failure Operation

If AC power is disconnected or there is a power failure, the 2740 switches to battery operation for approximately two hours. When the power is restored, the telephone automatically switches back to AC power and resumes normal operation.

If the batteries are missing or low on power when AC power is lost, the telephone will not function. However, all feature settings ard memory numbers will be maintained.

Note: It is recommended to always have at least one standard telephone connected so communicaitons can be maintained during a power failure.

Appendix C – Troubleshooting Guide

Problem	Solution
No Display or Lamps	Make sure that the power transformer is plugged into an electric socket not controlled by a wall switch.
No Dial Tone	Check all line connections. If possible, check your jack wiring by testing a non-system telephone at the jack in question. If a standard telephone does not work, then the local telephone company lines or your house wiring may be causing the problem.
The LEDs are Flashing and the Display reads "Station #??"	Press soft key "Change" to assign this telephone a station number.
There is no dial tone on the handset, but the speakerphone works.	Replace the handset from another 2740 telephone. If this solves the problem, then contact Technical Support for assistance.
The intercom does not work. or The telephone does not allow the status of other telephones. or There is a delay in getting dial tone. or The telephone remains on hold after the call is picked up at another station.	The problem may be with your installation. Make sure that the lines are installed correctly and that Line 1 is common on all system telephones. The cause of this problem may be from outside interference. Disconnect Line 1 at the cable terminal. If this solves the problem, then the interference is coming from the telephone company. This problem may also be caused by DSL microfilters. Never connect a line that has a DSL circuit on Line 1. The problem may be caused by one defective telephone. Disconnect one instrument at a time to determine if a particular telephone is causing the problem.
Crosstalk or other interference.	The most common cause of crosstalk is the use of flat cable. Be sure to use supplied line cords. You must use twisted-pair line cords.
The line LED flashes when a call comes in, but the telephone does not ring.	Make sure that the ringer is on and that "Do Not Disturb" is off.
The telephone does not operate during a power outage.	Make sure that fresh AAA batteries are installed in base.
The battery icon stays lit in display.	Make sure that fresh AAA batteries are installed in base.
You cannot join a telephone call already in progress.	The Call Privacy feature prevents another 2740 or 2750 from interrupting a call in progress. If you don't want Call Privacy in your system, then go into system programming on Station 01 and turn it off.
The telephone line status indications stay lit, even though the line is not in use.	If this line is not connected, then program it as unconnected. If this line is connected and you have dial tone, then adjust loop voltage detector setting.
Report Trouble	For help, please call Cox Business Customer Care at 623-322-2000.

coxbusiness.com

Customer Care – 623-322-2000

Please refer to the Cortelco Owner's Instruction Manual that came with your phone for Important Safety Instructions, FCC Information, Telephone Repair and Limited Warranty Information.

Service and features not available in all areas. Some features may incur local usage charges in certain markets. Long distance rates will vary. Telephone modem equipment required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Telephone services are provided by Cox Arizona Telcom, LLC. ©2011 CoxCom Inc., d/b/a Cox Communications Phoenix, Inc. All rights reserved.